Vendor Questions Regarding Solicitation # 400-12907

Q1: On page 11 of the FRD, it states:

> **Q. SYSTEM ENVIRONMENT NEEDS**
> The new system needs a specific hardware and software environment. The following environment is required to support the needs of the new system (**all items shall be provided by the ISDH IOT**):
> 1. Dedicated or Shared SQL Server Database supported per IOT: including but not limited to; support employees, hardware, database licensing, operating systems and annual maintenance, data backup and recovery, installation of database software, database performance monitoring and problem troubleshooting and resolution.
>
> Please clarify if the Department is requesting a 'self-hosting' system or an 'off-site vendor hosting' system?

A1: The State is requesting a self-hosting solution unless the vendor can justify using a vendor-hosted solution.

Q2: On page 14 of the FRD, it states:

> **K. DATA/SOFTWARE CONVERSION**
> The Vendor shall be responsible for converting all food protection data to the appropriate format. Please explain the format and current database of the food protection data?

A2: The current database is an MS Access database.

Q3: What is the projected timeline for contract date, implementation and go-live?
A3: The Implementation and go-live deadline for this project is August 31, 2011.

Q4: How does the state expect vendors to cost out "The FPP may add additional data elements during the design phase of the project:"?
A4: The vendor should estimate costs based on the stated requirements.

Q5: When will answers be provided to questions? All at once after the 9/17 deadline, or answered as the questions arrive?
A5: Questions were due September 17, 2010. The State reviewed the questions and has provided one comprehensive set of answers to those submitted timely.

Q6: Specifically, per the functional specification terminology do non-state entities (businesses) require access to the "main application," at any time, or is the listed functionality for inspector use only?
A6: Non-state entities (businesses) will NOT have access to the main application. They will have access to the web portion. The main application will be used by inspectors, management, and other authorized users associated with Food Protection.

Q7: Do you by chance have either the attendees list on the pre-bid conference for this opportunity? Or a list of the prime contractors interested in bidding this?
A7: A pre-bid conference was not conducted for this solicitation and a list of potential prime contractors is not available.

Q8: When will the State provide responses to the questions? With a due date of Sept 28, we do not have sufficient time to incorporate your responses into our proposal and provide a high quality bid. Would the State please extent the due date by 2 weeks?
A8: The State will not extend the due date. The due date for responses is September 28, 2010 at 3:00 Eastern Time.

Q9: Is the Request for Quotation form to be included with the proposal? If so what is required to be completed on this form. Is pricing in the Excel file sufficient?
A9: Yes, the Request for Quotation form requires a signature and reference to the Excel pricing file is acceptable.

Q10: How many copies of the proposal and CD are required?
A10: As indicated on the Request for Quotation/Invitation to Bid form, Respondents must complete attached Excel files and submit these files to the State with the response.   The respondents must send one (1) electronic copy on CD and one (1) hard copy.

Q11: Functional Requirements Document page 2:
       a) Is the entire proposal limited to 15 pages? Yes. The entire response, including documentation, spreadsheets, screen shots, etc., should be no more than 15 single-sided pages.
       b) Do you require any special format/content in the proposal other than stated in the instructions on this page? No. Responses can be in any standard format.
       c) Do you require a textual response to each requirement or only those where alternate functionality is proposed? Yes. A response should be provided for each requirement including alternate functionality.

Q12: Please provide details on the size, use, type, complexity and number of records of each database that needs to be converted.
A12: Size: approximately 1GB. Primary Uses: data capture, reporting, analysis. Type: Relational. Complexity: 100 tables containing approximately 90,000 rows in total.

Q13: How many office users need access to the system?
A13: The system should be capable of supporting a minimum of 150 office users simultaneously.

Q14: How many inspectors will have mobile devices?
A14: There will be approximately 200 mobile devices associated with the new system.

Q15: Do you expect vendors to supply server hardware and system software?
A15: No. The State does not expect vendors to supply server hardware.

Q16: Do you expect vendors to provide any tablet or desktop computers. If so please specify.
A16: No. The State does not expect vendors to provide tablet or desktop computers.

Q17: Does the State already own or will provide database software?
A17: Yes. The State will provide the database software.

Q18: Does the database need to be MS SQL Server?
A18: Yes, unless the vendor can prove other technology will be more beneficial to the State.

Q19: Is the State interested in a Hosted solution?
A19: Yes. The State is interested in a self-hosting solution unless the vendor can justify using a vendor-hosted solution.

Q20: What are you expecting vendors to provide with the VPAT? Does the office system need to be 508 compliant? Does the online system need to be 508 compliant. Does the mobile part need to be 509 compliant?
A20: Vendors should complete the VPAT spreadsheet that is attached to the solicitation.

Q21: What is the budget for this project?
A21: Budget information will not be disclosed.

Q22: Is the project funded?
A22: Yes.

Q23: Is there a compelling event or budget cycle that requires a specific implementation deadline or timeline?
A23: Yes. The implementation and go-live deadline for this project is August 31, 2011.

Q24: Has the State seen any vendor software product demonstrations in the last 3 years? If so, from what vendors?
A24: Yes, but the State will not disclose which products were reviewed because we are considering all viable market solutions for this project.

Q25: Did any consultant or company assist the State in preparing the RFP? If so who provided these services?
A25: No. The State of Indiana prepared all documentation.

Q26: How many staff will require training and by which role?
A26: Staff will require training in the following roles:

- 5 staff members will require training for the Technical Role.

- 9 staff members will require training for the Administrative User Role.

- 20 staff members will require training for the System User Role.

- 9 staff members will require training for the System Trainer Role.

Q27: Is there an existing document management system in place?
A27: Yes.

Q28: Are you expecting vendors to interface to it or convert documents or neither?
A28: Yes. The State expects vendors to properly manage and maintain all essential documentation so that it may be accessible, retrieved, and manipulated.

Q29: Is a doc management system required?
A29: Yes. The State expects vendors to properly manage and maintain all essential documentation so that it may be accessible, retrieved, and manipulated.

Q30: How many licenses/permits are managed by the system?
A30: There are approximately 5000 registrations/licenses managed by the current system. The new system should anticipate managing nearly 50,000 registrations/licenses with additional growth determined by the number of new food facilities established.

Q31: How many renewals are processed annually?
A31: The current system does not process renewals but this functionality should be included in the new system.

Q32: Please list the license/permit types and approx. number of active licenses/permits of each.
A32: There are approximately 750 wholesale registrations/licenses and 4250 retail registrations/licenses managed by the system. The new system should anticipate nearly 40,000 additional retail registrations/licenses with additional growth determined by the number of new food facilities established.

Q33: What specific interfaces are required to 3rd party systems? Requirement ii.J is not specific.
A33: Developing specific interfaces is not within the scope of this project but the new solution should contain import and export options.

Q34: What is the projected time-line for contract date, implementation and go-live?
A34: ___see A3___

Q35: How does the state expect vendors to cost out "The FPP may add additional data elements during the design phase of the project:"?
A35: ___see A4___

Q36: Please clarify the reference to "mirror" on Page 1.
On The proposed system should be a software application that contains a central system along with disconnected mobile units that mirror the central system functionality.
Is it the department's preference to have the mobile unit to have screens identical to the web-based system (data entry screens), or is it preferred that the mobile system have forms to replicate the current paper forms?
A36: The mobile system should have forms that are identical to the central system, not the web-based portion of the system.

Q37: On page 2 it states:"please limit your response to 15 pages". Is the completed vendor response limited to 15 pages, or does this mean a specific section is limited to 15 pages? Do 15 pages mean 15 sheets of paper (where a vendor could use double-sided) or 15 printed pages?
A37: The entire response, including all documentation, spreadsheets, screen shots, etc., should be no more than 15 single-sided pages.

Q38: On Page 4 it states: "List daily activities, inspection activities, training dates, items awaiting review and other items related to FPP daily business" Are there regular intervals for training dates?
A38: No, but inspector training does occur periodically throughout the year so this functionality needs to be flexible enough to handle random training dates.

Q39: On page 4 it states: Allow users to manage items in a work queue (i.e. sort items, mark completed items, review, verify, reassign items to another work queue, etc.) Please define 'manage'.
A39: Manage means sorting items, marking items completed, reviewing, verifying, reassigning items to another inspector's work queue, etc.

Q40: Throughout the FRD, the phrase "The system shall" precedes specific functionality. Is the department requiring this functionality to be currently in use in a vendor's application? Or does this mean that it will just need to be in the new IN system?
A40: The functionality stated in the FRD needs to be present in the new system but it is acceptable if a vendor's current application contains some of the required functionality.

Q41: Please clarify the reason behind the requirement to remove the electronic signature (P14) when inspection data changes? It has always been our understanding that a signed document must not change and a re-inspection (or similar) would occur.
A41: This will be correct under most circumstances. But once an electronic signature is captured and the document is locked, there must be functionality in place that will allow the inspector to remove the electronic signature to unlock the document. Below are two scenarios that illustrate when an electronic signature should be removed versus when an electronic signature should remain.

> Scenario 1: While still at the facility, an inspector notices an inconsistency on an inspection form after the electronic signature is captured and the form is locked.

In this scenario, the inspector is still at the facility. The system should allow him to remove the electronic signature (unlocking the form), fix the inconsistency, and recapture the responsible party's signature (re-locking the form).

> Scenario 2: An office staff member notices an inconsistency on an inspection form after an electronic signature is captured and the form has been uploaded to the central database. The inspector is 100 miles from the facility she just inspected.

In this scenario, the inspector has left the facility and is not scheduled to return immediately. In this case, the electronic signature would remain and any changes would be handled via standard office procedures.

Q42: From P20: The system shall be capable of interfacing with other systems within the FPP's scope of work. For instance, the FPP shall interface with counties that have their own inspection systems and capture inspection data that has already been collected. 1. The system shall be capable of receiving

data 2. The system shall be capable of processing data received 3. The system shall be capable of sending data. It is understood why such interfacing is required, however does this response require the vendor to put a fixed cost to this? Without knowing the details, it would be possible only to provide this service on a time and materials format. Would this be acceptable?

A42: ___*see A33*___

Q43: Regarding the Voluntary Product Accessibility Template. Would it be acceptable to provide our industry standard VPAT completed document?

A43: No. The VPAT document you submit should pertain to your specific software. Vendors should complete the VPAT spreadsheet that is attached to the solicitation.

Q44: Would the department extend the response date to October 5, 2010

A44: ___*see A8*___